

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 28

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Name of the NPS Unit:	Fort Sumter National Monument			VTS Group:	Water
Name of VTS:	Fort Sumter Tours, Inc.			NPS Region:	Southeast
Respondent's Name:	Fran Norton			Annual Visitors:	322,702
Respondent's Title:	Chief of Visitor Services				
Respondent's Phone:	(803) 883-3123	Fax:	(803) 883-3910	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1948	1.6a Contract Term (years):	15
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	6/13/86
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	12/31/00
1.5a Concessioner Name:	Fort Sumter Tours, Inc.		
1.5b Concessioner Address:	205 King Street, Suite 204, Charleston SC. 29401		
1.5c Concessioner Telephone:	(843) 722-1691		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Tour Boat / Marina- Fort Sumter	3	3	2	3	3	95
Tour Boat / Patriots-Fort Sumter	3	4	2	0	0	95

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	Does Not Apply
Resource Protection Rating:	High	Sustainability Rating:	Medium

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?

Current Year Start Date:

Next Year Start Date:

Current Year End Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Low Demand Start Date:

Peak Demand End Date:

Low Demand End Date:

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.3 Is Schedule Adjusted Daily?

5.4 Is Schedule Provided to Operators?

5.5 Is Schedule Available to Visitors?

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

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6.2 Total Fleet Size: 6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels? Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Lafco		D530867	1971			Fort Sumter Tours	2
2	Breaux's Bay Craft		D693384	1986			FST	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities? 7.2 Who owns the VTS facilities?

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Charleston City Marina Dock	1950	Other	City Marina Co.	3
Charleston City Marina Ticket Office	1980	Contractor/Concessioner	Fort Sumter Tours	2
Patriots Point Dock	1986	Other	Fort Sumter Tours	1
Patriots Point Ticket Office	1993	Other	Fort Sumter Tours	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly? If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	909	283	214635
FY 1995	946	337	230959
FY 1994	948	330	230165
FY 1993	954	315	228476
FY 1992	985	334	237391

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service? 10.2 Does Fare vary according to Season, day of week or time of year? 10.3 Does Fare Vary between adults and children?

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Tour Boat / Marina- Fort Sumter	\$10.50	\$5.50	\$10.50	\$5.50	\$10.50	\$5.50	\$10.50	\$5.50
Tour Boat / Patriots-Fort Sumter	\$10.50	\$5.50	\$10.50	\$5.50	\$10.50	\$5.50	\$10.50	\$5.50

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way? 11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

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Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue		\$0.00	\$0.00	\$0.00	\$0.00
Operating Cost		\$0.00	\$0.00	\$0.00	\$0.00
Concessioner Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$85,977.84	\$86,883.29	\$90,025.72	\$81,729.78	\$81,398.72
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:	\$5,000,000.00	Collision Premium:	
Comprehensive Coverage:	\$5,000,000.00	Comprehensive Premium:	
Property Coverage:	\$5,000,000.00	Property Premium:	
Public Liability Coverage:	\$5,000,000.00	Public Liability Premium:	
Medical Coverage:	\$5,000,000.00	Medical Premium:	
Other Insurance:		Other Premium:	
		Total Premium:	\$35,365.00

12.2 Who pays Insurance?	Contractor	12.5 Who conducts substance abuse screening?	Contractor
12.3 Who pays Operator Ins.?	Contractor	12.6 Who conducts safety training program?	Contractor
12.4 Who pays special license?	100 Ton Captain/ FST&	12.7 Who maintains substance abuse program?	Contractor
12.4 Who screens operator history?	Contractor	Who regulates VTS vessels and crews?	US Coast Guard
		12.8 Number of injury claims in past 5 yrs?	5

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	Yes
13.2 Are there written Hazmat Program procedures?	No
13.3 Is there a written Maintenance Training Program?	Yes
13.4 Is there a written Safety Program for VTS maintainers?	Yes
13.5 Is AC Brake Certification required?	Yes
13.6 Are federal (e.g., OSHA) Records Maintained?	No
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	0
13.8 What is the number of preventable maintenance road calls made during FY 1996?	0

Section 14: What Future Plans are there for VTS Service

Planned Mods: New Contractor 1/2001

Plan Reports: No